

Recent Changes:

30 January 2006:

Added Section K to the SOP, which discusses action necessary when ESO duties change from one person to the next.

Change made by: CWO Dale Bunger

1 February 2006

Made change to paragraph 2 of Section E. TCOs will not receive e-mail from NETPDTC when DLPT results are posted. TCO will need to log into DLPT system and retrieve information.

Change made by: CWO Dale Bunger

9 February 2006

Made change to paragraph 3 of Section C. TCOs should only order those exams that are needed. It is not necessary to order all the exams listed.

Change made by: CWO Dale Bunger

15 February 2006

Made change to paragraph 4 of Section E. The TCO must obtain CGFTESO user role authorization from PSC vice CGFTTCO user role authorization (which doesn't exist).

Change made by: CWO Dale Bunger

22 March 2006

Made change to paragraph 1 of Section G. Changed last sentence to have the transmittal cover sheet accompany the testing material inside the envelope vice outside the envelope.

Change made by: CWO Dale Bunger

17 May 2006

Made change to paragraph 2 of Section C. Added the following languages the ESO may administer under DLPT IV: French, Indonesian, Arabic, Portuguese, and Tagalog.

Made changes to page 1-B-1 of Section B, paragraph 1 of Section C, and paragraph 1.b of Section K. The Defense Language website address and step by step instructions on how to access the website were changed due to recent changes to accessing the website.

Change made by: CWO Dale Bunger

*Standard Operating
Procedures*

for

*Defense Language
Proficiency Test (DLPT)*

“Procedures on the administration of the DLPT”

SOP Overview

Introduction These standard operating procedures (SOP) provides administrative procedures for the Defense Language Proficiency Test (DLPT).

Reference

- (a) DLPT Procedures, COMDTINST xxxx - Currently being staffed at HQTRs
- (b) Management of the Defense Language Testing Program (DLPT), NETPDTC Instruction 1550.9
- (c) Military Personnel Manual, Safeguarding Enlisted Classification Tests, MILPERSMAN 1236-030
- (d) Training and Education Manual, COMDTINST M1500.10 (series)
- (e) Physical Security and Force Protection Program Manual, COMDTINST M5530.1 (series)
- (f) Defense Language Proficiency Test IV, Administration and Scoring Manual, DLI Pamphlet 611-4

In this SOP The following will be discussed in this chapter:

Section	Process	See Page
A	Authority to Administer/Stock DLPT Tests	1-A-1
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Appendix A

STANDARDIZED TRANSMITTAL COVER SHEET

A-1

Section A - Authority to Administer/Stock DLPT

1. A list of commands authorized as a Defense Language Proficiency Test (DLPT) site and authorized to administer the DLPT is presently located in CG Central > Learning Tab > Foreign Language Program > Testing > Defense Language Proficiency Testing IV > [Foreign Language Test Sites](#) spreadsheet.
2. These test sites are authorized to stock the following DLPT material:
 - a. Administration Manual, DOD,
 - b. Tests and answer sheets.
3. The commands authorized as test sites are NOT authorized to lend DLPT material to units within their areas of responsibility (AOR) for testing. The person administering the test must be granted authority by NETPDTC, through CG Institute.
4. Commands who desire to hold DLPT Test material on a permanent /semi-permanent (more than 90 days) basis should send a waiver request to CG Institute to establish DLPT testing authority. Requests should contain the following:
 - a. Name of the command's TCO to whom custody is requested,
 - b. Provide justification for the request,
 - c. Description of the type of security container that will be used by the recipient to store the test booklet(s), and
 - d. State whether the security container used to store the test booklet(s) will be used to store any other materials.

The waiver request must be submitted by e-mail to CGI-PF-DLPT_CGInstitute@uscg.mil.

5. Please note, for security reasons, there are very few tests available and additional test sites may not be granted. Test sites were established based on location of where the majority of annual qualifications will be required and took into consideration the availability of the Navy College Test sites.

Section B - Access to Defense Language Website

1. Coast Guard Institute coordinates with NETPDTC N322 to issue Unit Identification Codes (UIC) for each test site in the Coast Guard. This UIC must be obtained from the Institute prior to access to the Defense Language website: <https://NEASOS.CNET.NAVY.MIL/NEAS/>. The TCO will be able to order DLPT materials and review test results in this website.

The approved UICs are posted on the list of Foreign Language Test Sites spreadsheet in CG Central, following the path below:

[CG Central – Learning Tab > Foreign Language Program > Defense Language Proficiency Testing IV>Foreign Language Test Sites](#)

2. Once a UIC has been obtained, the TCO should follow the directions below:

STEP	INSTRUCTIONS
1	Access the Defense Language website shown above and click on the 'Request New User Account' (right hand side under User Management). You will need to register on this website to access the Defense Language System.
2	Fill in the information requested until you have received a logonid and password.
3	Once you receive the logonid and password, log into the Navy Enlisted Advancement System (NEAS).
4	Click on TCO Menu (right under the big letters 'Navy Enlisted Advancement System') and select Defense Language.
5	You are now in the Defense Language system and may order as you wish.

3. Once the TCO has registered on the web-site, NETPDTC will validate the TCO's registration. In turn, a validation email will be sent to the TCO.

Section C – Requests for DLPT Material

1. To order Defense Language material, the TCO will access the Defense Language web-site, which is discussed in Section B of this SOP.
2. The following Defense Language Proficiency Test (DLPT IV) examinations may be ordered:

Language	Code	Form	# of Exams
Spanish	QB	J	See Note (1)
Japanese	JA	A/B/D	1
Chinese -Mandarin	CM	A	1
Korean	KP	B/C	1
		B/D	
Vietnamese	VN	A	1
		B	
Russia	RU	G	1
Haitian-Creole	See Note (2)		
Arabic	AD	J/K	1
French	FR	C/D	1
Indonesian	JN	A	1
Portuguese - Brazilian	PQ	A	1
Tagalog	TA	C/D	1

Note (1): Please review the Foreign Language Test Sites spreadsheet to determine the number of exams to order for the exam site. The Navy only has a limited number of exams to provide the Coast Guard. Please DO NOT order more Spanish tests than are listed in the spreadsheet. This spreadsheet is posted in CG Central, following the path below:

[CG Central – Learning Tab > Foreign Language Program > Defense Language Proficiency Testing IV>Foreign Language Test Sites](#)

Note (2): The ESO must contact the HQ Foreign Language Program Manager to set up an oral exam (since there is no written DLPT exam) for those members desiring to test in the Haitian-Creole language who expect to use their language skill to fill an allocation or billet within a year.

DISCLAIMER: These are the only examinations that should be ordered.

3. To create an order, the TCO will click on “Create ROB Order” and proceed with the instructions on the web-site. The order will be shipped via two-day Federal Express.

Note (1): Two answer sheets will be used for each test administered (one for listening and one for written). Since examinations can be used over and over, TCOs should order enough answer sheets to administer testing for at least 6 months. **TCOs should only order those exams needed. It's not necessary to order all the exams listed in above.**

Note (2): Only one DLPT IV Admin & Scoring Manual (DLI Pamphlet 611-4) is needed for testing of all exams.

4. When the order has been shipped, an email with tracking/shipping information will be sent to the TCO. Additionally, the TCO can select “View Orders” on the web-site to check order status.
5. When the order has been received by the TCO, the material must be inventoried. An enclosed “receipt/packing” list will be delivered with each order and must be signed by the TCO and immediately returned to NETPDTC N322. Promptly report any discrepancies. After inventory of subject material, the material must be handled and safeguarded IAW with references (b), (c), and (e).
6. TCOs may NOT transfer physical custody of DLPT test material to another command.

Section D - Administering DLPT Test

1. ESOs should prioritize testing of members wanting to take a DLPT test.
 - a. Members currently in a FLP authorized billet.
 - b. Members in receipt of PCS/TDY orders to a FLP authorized billet.
 - c. Members tour complete and requesting to be assigned to a FLP authorized billet.
 - d. Time permitting for the ESO, members not meeting any of the requirements above.
2. Coast Guard members who desire to take a DLPT test must get approval from their commands. The command will forward the approved request to the TCO (the request/approval can come by whatever means (i.e., special request chit, e-mail, memo, etc.)). The TCO will counsel the member prior to taking a DLPT test. This counseling, at minimum, will consist of the following:
 - a. Inform the member that this is a two part exam, reading and listening and requires approximately four to six hours to complete. Both parts of the exam may be administered to the member on the same day.
 - b. Inform the member that the DLPT score is used to qualify them for a specific Foreign Language Proficiency Pay level in accordance with the Coast Guard Pay Manual.
 - c. Inform the potential test-taker that whatever score received on the test will become their official score and that if it falls below the FLPP qualifying scores, they will not qualify for FLPP or may lose their FLPP and they must wait six (6) months before they are eligible to re-test.
3. The TCO will need to be familiar with the enclosed Administration Manual and testing material, prior to proctoring the material. The material must be proctored in accordance with reference (b) and following the instructions in the Administration Manual. The TCO will take the following steps prior to administering a DLPT test.

STEP	ACTION
1	The TCO shall become familiarized with proper testing procedures outlined in reference (b and f) prior to administering DLPT tests.
2	Ensures member has not re-taken a test within the last 6 months. This shall be verified in the Foreign Language Test Results component of Direct Access: Home>Develop Workforce>Manage Competencies (GBL)>Use>Foreign Language Test Results Note: Even if the member did well on one portion of the test and failed the other, they cannot retake the test until 6 months has elapsed.
3	Ensures a different test version is administered if available. There is currently only one version of an exam.
4	Ensures the time limits listed in reference (f) for each test are observed.
5	Ensures outside assistance is not available.
6	Ensures the examinee is adequately instructed.
7	Ensures the test is conducted in a location free from distraction.
8	Ensures the member is supplied with the proper materials.
9	Ensures that test booklets are page checked before and after testing.

Section D - Administering DLPT Test, Continued

4. Once the steps above have been followed, the TCO will administer the DLPT test. TCOs should be familiarized with the following:
 - a. When proctoring the listening portion of a given foreign language test, TCOs are authorized to proctor multiple members at a given time (i.e., allowing 6 members to take the listening portion of the Spanish examination at the same time using the same listening device. TCOs must make sure all members taking the examination can clearly hear the listening device.
 - b. For the listening portion of a foreign language test, headphones are not authorized. TCOs must stop the examination as soon as the tape/CD stops.
 - c. One answer sheet will be used for each part of a test (one for listening and one for written).

Section E - DLPT Results

1. After a member has taken a DLPT, the TCO will mail the completed answer sheet for grading to

COMMANDING OFFICER
ATTN: Darrin Williams, Navy Foreign Language Coordinator
NETPDTC N322
6490 Saufley Field RD.
Pensacola, FL 32509-5126

A letter of transmittal must be enclosed with the completed answer sheets. A “Sample” transmittal letter is provided in Appendix A of this SOP. It is imperative that the answer sheets are filled in properly to ensure accurate scoring and dissemination of results.

Note (1): Reference (f) states that the completed answers will be scored using a score key. This is not done at Coast Guard testing sites. NETPDTC will grade the exams.

Note (2): For Block 3 of the answer sheet, annotate 'other'. For block 11 of the answer sheet, enter the letter 'N' and then the 4 digit TCO Number assigned to the test site (not the test site UIC).

2. Once NETPDTC N322 has graded the forwarded answer sheets, results will be posted in the DLPT system and result letters will be mailed to the TCO. TCO's can periodically check the DLPT system to see if scores have been posted. Taking into account the mailing time, it will take approximately 2 weeks from the time the completed answer sheets are mailed off to when the test results will become available to the TCO.

Note: In the near future, TCOs will receive e-mail notification of the DLPT results. Once the TCO receives the email, they must log on to the Defense Language website and click on the Defense Language. The TCO will then click “Generate Results Letters”. At this location, the TCO can query the system and print result letters. TCOs shall print the result letters and send them to the member, via their command.

3. A summary of the Defense Language Proficiency Test IV credit recommendations by the American Council on Education (ACE) can be viewed on their Guide to Educational Credit by Examination Manual. The credits only apply to the foreign languages listed in the recommendation.
4. The TCO shall also enter the test results into Direct Access. If the TCO is not able to enter the test results in Direct Access, a copy of the results letter will be forwarded to the member's Servicing Personnel Office (SPO) for entry into the system.

Note: The TCO must obtain CGFTESO user role authorization from PSC by filling out the Direct Access User Access Authorization and PAO Designation form, CG PSC 7421/2 Rev 07/05 (http://www.uscg.mil/hq/psc/forms/psc7421_2.pdf). The TCO will check the 'Other' box in block 7 of the form and enter 'CGFTESO - ASVAB/AFCT/AFQT/FLP Test Entry'. Once the form is filled out, it will need to be faxed to PSC. PSC will notify the TCO that access to Foreign Language Test Results component in Direct Access has been approved.

Note: Step by Step procedures on how to enter DLPT results in Direct Access can be found at the following website:

http://cgweb.psc.uscg.mil/direct-Access/member_competencies/foreign_language_test_results.htm

Section F - Inventory/Safeguarding DLPT Testing Material

1. Test materials (including test booklets, answer keys, complete or partially complete test answer sheets, and scratch paper with writing on it) are considered accountable controlled items and will be handled and maintained only by personnel with DLPT re-testing authority as listed in reference (a). Scratch paper shall be considered a controlled item until it is destroyed. Blank answer sheets are considered non-accountable.
2. Test materials are designated FOR OFFICIAL USE ONLY and CONTROLLED ITEMS (TEST MATERIALS). Test booklets and answer keys shall be labeled accordingly.
3. Security of DLPT materials.
 - a. When not in use, test booklets, answer keys, complete or partially complete test answer sheets, and scratch paper with writing on it (unless destroyed)) will be stored in a security container that is used only for storing DLPT and other testing materials.
 - b. The security container may be in the form of a combination lock safe or a locking metal file cabinet with a steel rod running through the drawer handles, a welded hasp, and a combination lock. Appropriate security containers are described in Chapter 2.G. of reference (e).
 - c. The combination of the lock on the security container will be changed in accordance with the criteria described in Chapter 2.G. of reference (e) and whenever any personnel with DLPT re-testing authority at a command are relieved or depart without relief.
 - d. The room in which the security container is located should be locked when no personnel with DLPT re-testing authority are present.
 - e. An inventory of DLPT test materials will be conducted by a qualified TCO semiannually (June/December) and upon relief of the custodian. An electronic copy of this inventory will be forwarded to the CG Institute using the following e-mail address
CGI-PF-DLPT_CGInstitute@uscg.mil.
4. COs will ensure that all personnel involved in administering DLPT testing are thoroughly briefed (verbally, in writing, or using multi-media materials) regarding the security of testing materials. The briefing will cover information contained in reference's (a), (b), and this SOP.
5. Procedures should be developed locally to ensure control of tests during their administration so that all controlled items are continuously accounted for. Careful control of all materials must be exercised at every point in handling, storage, use and disposition.
6. Personnel with DLPT re-testing authority will ensure that test booklets are page checked before testing and before an examinee is allowed to leave the testing room.

Section G - Mailing of DLPT Material

1. A traceable method (e.g., certified mail, USPS, FedEx) will be used to transport test materials. Materials will be double-wrapped and the inner envelope will be plainly marked "TO BE OPENED BY PERSONNEL AUTHORIZED TO HANDLE TEST MATERIALS". A letter of transmittal must be enclosed with the completed answer sheets. A "Sample" transmittal letter is provided in Appendix A of this SOP. It is imperative that the answer sheets are filled in properly to ensure accurate scoring and dissemination of results.

Section H - Loss/Compromised DLPT Testing Material

1. A compromise is a disclosure of DLPT information to a person(s) who is(are) not authorized access to that information. The unauthorized disclosure may have occurred unknowingly, willfully or through negligence. Compromise is confirmed when conclusive evidence that DLPT information has been disclosed to an unauthorized person(s).

Any civilian employee, military personnel, or other person associated with the Coast Guard, having knowledge of the loss, unauthorized disclosure, or possible compromise of DLPT information or of any infraction to security regulations shall immediately advise their command security officer. Once advised of the incident, commands shall report or assure matter is reported immediately in accordance with the procedures listed below.

2. The following, as a minimum, are prohibited actions that constitute loss or compromise of test material and require an investigation.

- a. Access to materials by unauthorized personnel.
- b. Discussing questions from a test with unauthorized personnel.
- c. Disclosing test questions by one service member to another.
- d. Questioning examinees by anyone for the purpose of gaining knowledge of test contents.
- e. Developing local or practice tests which contain actual test material.
- f. Suspected incidents of training courses or sessions using questions from test booklets.
- g. Transferring accountable test material without proper receipt.
- h. Destroying or disposing of test material under improper conditions.
- i. Using improper methods of sending test materials.
- j. Tampering with any package containing test material.
- k. Improperly storing tests material.
- l. Access by unauthorized personnel to any safe or secured container containing test material.
- m. Theft of test material by any individual.
- n. Using crib sheets or an unauthorized testing aid.

Continued on next page

Section H - Loss/Compromised DLPT Testing Material, Continued

3. If DLPT test materials are suspected of being lost or compromised, notify the CG Institute immediately, informing the perspective ISC. The initial report of suspected lost or compromise will provide at a minimum the following information:

- a. Location and date of the test site;
- b. Purpose and size of the test session;
- c. Complete name and serial numbers of missing or compromised items;
- d. Amount of material lost or compromised (e.g., whole test or part of a test);
- e. Circumstances surrounding the incident;
- f. Action taken to investigate;
- g. Projected time to complete the investigation;

A preliminary investigation shall be initiated as quickly as possible after it has been discovered. If preliminary investigation warrants, initiate, an Administrative Investigation in accordance with the Administrative Investigations Manual, COMDTINST M5830.1. The results of the investigation will be reported to the Coast Guard Institute within one (1) workday after completion.

4. Investigation should result in:

- a. Further prevention of a recurrent loss or compromise;
- b. Corrective action taken (e.g., rescheduling a test, canceling scores, withdrawing testing materials).

Section I - Replacement/Destruction of DLPT Materials

1. Replacement of DLPT test materials.

- a. Test materials, with the exception of answer sheets, will be used until they have been recalled, replaced, or become unusable.
- b. An e-mail request must be submitted to CGI-PF-DLPT_CGInstitute@uscg.mil to replace any DLPT testing material.

2. Destruction of DLPT test materials.

- a. A person with DLPT re-testing authority and one witness will be responsible for destroying worn or defaced test materials.
- b. Destruction of these materials will be by burning, shredding, or pulverizing.
- c. The destruction report will list serial numbers of material destroyed and will be signed by the personnel who completed the destruction.
- d. The original destruction report will be retained by the unit performing the destruction until the destroyed test is no longer in use. A copy of the destruction report will be forwarded to the Coast Guard Institute.
- e. Log all destroyed materials in the testing log.

Note: Authority to destroy any DLPT testing material must come from CG Institute prior to destruction.

Section J - DLPT Waivers

UNDER DEVELOPMENT

Section K - ESO Relief Process

1. The following action will need to be taken when the duties of the Education Services Officer (ESO) changes from one person to the next:

- a. The outgoing/newly designated ESO will submit e-mail to CGI-PF-DLPT_CGInstitute@uscg.mil. The e-mail must contain the following information of the newly designated ESO:
 - 1). Full name
 - 2). Rank/Rate
 - 3). E-mail address
 - 4). Phone number
 - 5). Fax number
 - 6). Unit name
 - 7). Date change took/will take place

The Institute will make the necessary changes to the Foreign Language e-mail distribution list and the Foreign Language Test Sites spreadsheet.

- b. The new designated ESO will access the Defense Language website, which is discussed in Section B of this SOP, and register using their test site's UIC. This will officially change the ESO's name in the system for their test site.

Note: DLPT testing material shall not be mailed back to NETPDTC. The testing material is assigned to the test site and not the ESO.

APPENDIX A

STANDARDIZED TRANSMITTAL COVER SHEET

Note: The standardized transmittal cover sheet should be sent out as a Coast Guard business letter using the information below as an example for the text of the letter.

1500
December 16, 2005

Commanding Officer
ATTN: Darrin Williams, Navy Foreign Language Coordinator
NETPDTC N322
6490 Saufley Field RD
Pensacola, FL 32509-5126

Subject: TRANSMITTAL COVER SHEET - FORWARDING OF DEFENSE LANGUAGE
PROFICIENCY TEST (DLPT) ANSWER SHEETS

Attached are completed answer sheets on the following Coast Guard members:

<u>NAME</u>	<u>RANK/RATE</u>	<u>SSN</u>	<u>TEST SERIAL</u>	<u>LANGUAGE</u>
Jane Doe	E6/YN1	000-00-0000	01001	Spanish
John Doe	O3/LT	000-00-0000	02002	Spanish

The above Defense Language Proficiency Tests were conducted in accordance with Defense Language Institute Pamphlet 611-4 and Management of the Defense Language Testing Program, NETPDTC Instruction 1550.9.

Sincerely,

SIGNATURE BLOCK